BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR TEMPORARILY SUSPENDING SERVICE TO A MOBILE DEVICE

A mobile device may need to have its service suspended for various reasons (e.g., post-fire season, position vacancy for an extended period). The difference between "suspending" and "terminating" service is that suspensions are *temporary* and terminations are *permanent*.

Use the following procedure to create a ticket to suspend service temporarily to a mobile device.

1. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to http://1800blmhelp.blm.gov in a web browser.
2. On the BLM Help Desk page, click **Submit a Ticket**.

3. If necessary, log on the Remedy system.
4. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.
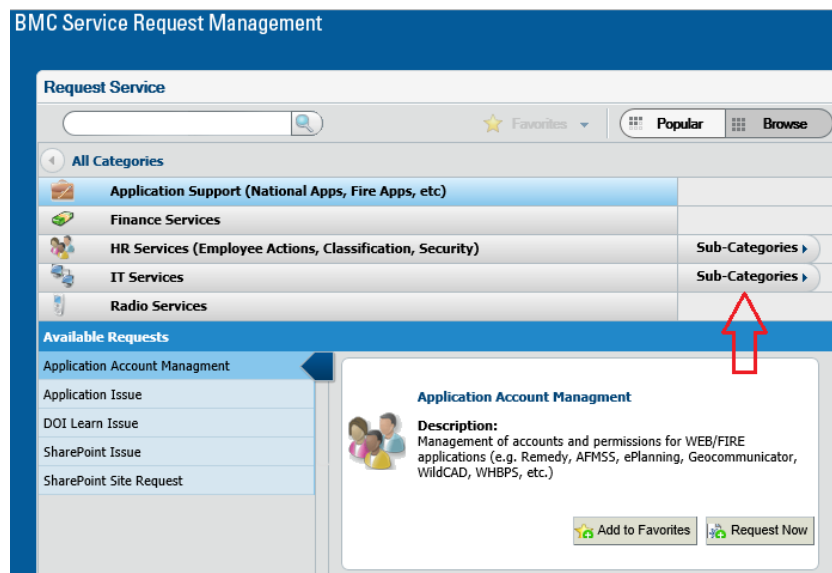
5. Under **IT Services**, click **Phone, Mobile Device, Network, VTC Services**.
6. Under **Available Requests**, click **Mobile Device Support**.
7. Click **Request Now**.
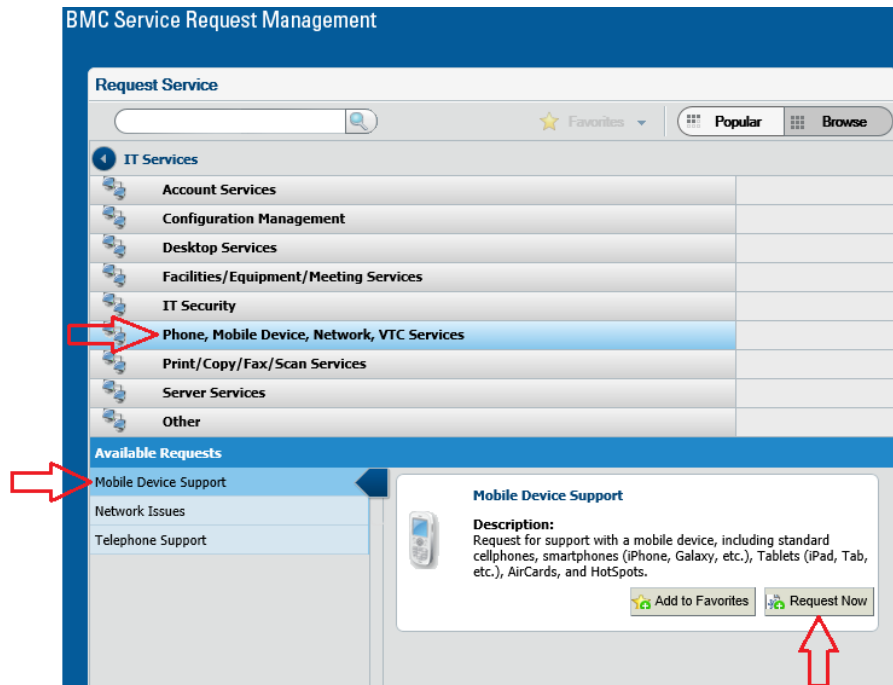
8. In the **Mobile Device Support** page, enter the necessary data.

   a. If submitting the ticket for another person, click **Edit** to change the name in the **Requested For** field and make any other necessary changes to the contact information.
   b. Under **What is the urgency of this request?**, click the appropriate value.
   c. Under **What do you need support with?**, click **Temporarily suspend service on a device**.

d. Under **How long will you need this device suspended for?**, click the appropriate time period.
e. In the **Mobile device's phone number** field, enter the device's phone number.
f. In the **Email Address** field, enter the email address of the device's assigned user.
g. Under **Operating System**, click the appropriate operating system.
h. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
i. Click **Submit**.

You have successfully created a ticket to suspend service temporarily to a mobile device.